

### **RECHARGE EMPLOYEE ENTHUSIASM**

**PURPOSE:** This operational guide is provided to assist Air Force club managers and staff in motivating and recharging employees.

**SCOPE:** This guide applies to all club operations.

**GENERAL:** At some point in time you will notice one of your employees losing his or her excitement for the job. By mastering some techniques, you can rekindle that spark of enthusiasm. You can't do it for the workers, but you can help them do it themselves.

#### **GUIDANCE:**

- 1. Meet with the employee:** Talk with the employee and explain in a friendly tone that you've notice his or her enthusiasm slipping a little lately. Ask what types of projects or activities they think would recharge their batteries. The most important step is to listen and take notes on two or three simple ideas the employee seems interested in and excited about.
- 2. Draw up an action plan:** Discuss the ideas and interest you've identified, and then ask the employee to take specific action toward making them happen. Work with the employee to convert each idea into an action plan.
- 3. Set a deadline for each item:** If the item stems from the employee's sincere interest, they should have no problem with commitment. Put the employee in charge of actions and deadlines. This will give the employee a sense of ownership.
- 4. Highlight the benefits:** After each action plan item, ask the employee to note the benefits to him or her in completing it. Helping the worker think through the rewards of each item will create additional motivation to follow through.
- 5. Follow up:** Agree on dates to check progress, help with problems, or congratulate the employee on their success. You may want the employees to report on their action plan items in a staff meeting. This may add additional motivation and help them work harder to achieve their goal.
- 6.** Sometimes a gift isn't the best reward for employee efforts. Rewarding employees with T-shirts or other inexpensive memorabilia backfires because employees feel their extra effort was downgraded to the value of the inexpensive T-shirt. It would have been better to simply praise the employee for their work and remember their efforts during the next performance review.
- 7.** The following questions are designated to find out if your employees are happy and motivated in their jobs. Match your answers to your staff members' to get a good snapshot of the level of satisfaction within your department.
  - a. Are pay levels competitive for each position in your industry and location?

- b. Do workers receive adequate thanks and recognition when they do good work?
- c. Do employees have genuine opportunities for development and training?
- d. Does the organization offer opportunity for advancement?
- e. Are employees able to offer ideas and suggestion in areas relevant to their work?

**SUMMARY:** One employee's negative attitude or loss of motivation can spread throughout your staff like a virus, weakening morale and paralyzing productivity. Find opportunities to tell negative employees about their abilities, achievements, and positive attitudes whenever possible. The more you reinforce positive performance, the better the chances of turning an employee's attitude in the same direction.